

Lenovo ThinkPlus for ThinkCentre warranty upgrades and post warranty offerings

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At a glance

This release ensures maximum availability of ThinkPlus® Warranty upgrades and Post warranty offerings for Lenovo® ThinkCentre® machine types.

Overview

ThinkPlus warranty upgrade and post warranty offerings are only available from Lenovo. These ThinkPlus offerings provide up to four years of hardware maintenance coverage, including the machine warranty period, in an electronic format. Additional ThinkPlus offerings can provide an additional one year of hardware maintenance and service upgrade.

The easy registration process of the attractively priced ThinkPlus offerings helps to ensure that a high-quality maintenance service can be provided.

These ThinkPlus offerings are available through the same Business Partners who sell the relating Lenovo hardware. The intention is to enable the Business Partner to offer his customer an off-the-shelf warranty upgrade or post warranty offering at the time the customer purchases the machine.

To enable the Business Partners to select the correct ThinkPlus offering for a particular machine type, a selection guide is available, providing a cross reference list of ThinkPlus offerings to applicable machine types.

ThinkPlus offerings have a part number and can be ordered through UPOS/SAP in the same manner as Lenovo products. To be eligible for service, ThinkPlus offerings must be purchased by the customer within 30 days of the purchase of the machine type to which it applies. ThinkPlus offerings must be registered by the customer within 15 days of its purchase by completing the e-mail-based online registration process provided.

Key prerequisites

The Lenovo ThinkPlus offerings in this announcement are only applicable to Lenovo ThinkCentre machine types.

Availability date

March 17, 2009

Description

This announcement updates the existing ThinkPlus for ThinkCentre offerings with additional machine types.

- New machine types with one-year CCR base warranty: 6306, 7523¹, and 7560¹.
- New machine types with one-year on-site 2nd BD base warranty: 6139, 7174, 7187, 7244, 7345, 7346, 7347, 7270¹, 7279¹, 7515¹, and 7522¹.
- New machine types with three-year CCR base warranty: 3656, 3658, 7348, 7354, 7355, 7356, 7357, 7358, 8137, 7304¹, and 7306¹.
- New machine types with three-year on-site 2nd BD base warranty: 6239, 6258, 7359, 7360, 7373, 7479, 7483, 7484, 8138, 8820, 8910, 9960, 7188¹, 7220¹, 7298¹, 7303¹, 7491¹, 7506¹, 7611¹, 7705¹, 9964¹, and 9965¹.
- New machine types with three-year on-site NBD base warranty: 6136, 6137, 6138, 6209, 6234, 7637, 7638, 7307¹, 7408¹, 7508¹, 7514¹, and 7637¹.

¹These new additions are available now.

The following changes are required to group the offerings together:

- Changes to one-year CCR base warranty offerings.
 - Additions to L79, L375, L509, L510, L652, C540, C541, C633, C634, and C648: 8465, 8468, and 8799.
 - Additions to L505: 8090, 8122, 8134, 8148, 8465, 8468, and 8799.
 - Deletions from L79, L505, L509, L510, L652, C540, C541, C633, C634, and C648: 8464 and 8467.
 - Deletions from L375: 8464, 8467, and 9438.
- Changes to one-year on-site 2nd BD base warranty offerings.
 - Additions to L500, L650, C616, C617, and C646: 8464 and 8467.
 - Additions to L515: 8464, 8467, and 8131.
 - Deletions from L500, L515, L650, C616, C617, and C646: 8465, 8468, and 8799.
- Changes to three-year CCR base warranty offerings
 - Additions to L40, L512, L651, C635, C636, and C647: 8121 and 8164.
 - Additions to L511: 6068, 6069, 8121, and 8164.
 - Additions to C545: 8121, 8164, 9851, and 9859.
 - Deletion from L40, L511, L512, L651, C545, C635, C636, and C647: 8783.
- Changes to Region 1 three-year on-site 2nd BD base warranty offering
 - Additions to L374: 8146, 8712, 8714, 8783, 9071, and 9438.
 - Additions to L516: 6395, 8141, 8143, 8146, 8185, 8187, 8189, 8712, 8714, 8783, 9439, 9481, and 9482.
 - Additions to L653: 8146, 8712, 8714, 8783, and 9071.
 - Deletion from L374, L516, and L653: 9162.
- Changes to Region 1 three-year on-site NBD base warranty offering
 - Additions to L517 and L654: 9162.
 - Deletions from L517: 8115, 8712, 8714, 9211, 9439, 9481, and 9482.
 - Deletions from L654: 8115, 8712, 8714, and 9211.
- Changes to Region 1 Post warranty Offerings for one year base warranty machine types.
 - Additions to L343: 8099, 8108, 8110, 8111, 8131, 8153, 8158, 8163, 8168, 8291, 8292, 8294, 8295, 9215, 9216, 9218, and 9219.
 - Deletions from L343: 6086, 6087, 6089, 6486, 6487, 6488, 6489, 6490, 6491, 9300, 9301, 9694, and 9695.

- Changes to Region 1 Post Warranty offerings for three-year base warranty machine types.
 - Additions to L160: 8146, 8121, 8164, 6832, 8087, 8106, 8114, 8118, 8136, 8137, 8138, 8157, 8159, 8160, 8162, 8165, 8166, 8167, 8169, 8170, 8172, 8212, 9071, 9158, 9159, 6086, 6087, 6089, 6486, 6487, 6488, 6489, 6490, 6491, 9210, 9300, 9301, 9628, 9694, and 9695.
- Changes to Region 2 Three-year on-site 2nd BD and NBD base warranty offerings.
 - Additions to C618: 8086, 8089, 8136, 8157, 8160, 8162, 8165, 8170, 8183, 8320, 8421, 8423, 8424, and 8783.
 - Additions to C649: 8086, 8089, 8136, 8157, 8160, 8162, 8165, 8167, 8170, 8171, 8183, 8185, 8187, 8189, 8320, 8421, 8423, 8424, 8783, 9087, 8172, and 9695.
 - Deletions from C618 and C649: 8115 and 9211.

EMEA ThinkPlus for ThinkCentre Offerings

Following are the ThinkPlus SAP orderable part numbers and the compatible Lenovo machine types they are valid for.

EMEA Region 1 offerings.

The following part numbers, identified by the "L" denominator, unless otherwise stated are available in the following countries:

- Austria
- Belgium
- Denmark
- Finland
- France
- Germany
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Spain
- Switzerland
- Sweden
- UK

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for 90 Day CCR base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|-----------------------------------|
| 41E9777 | L501 | UPG 90 Day CCR to 1 Year CCR |
| 41E9779 | L502 | UPG 90 Day CCR to 1 Year IOR NBD |
| 41E9781 | L503 | UPG 90 Day CCR to 3 Years CCR |
| 41E9783 | L504 | UPG 90 Day CCR to 3 Years IOR NBD |
| 41E9868 | L513 | UPG 90 Day CCR to 4 Years CCR |
| 41E9869 | L514 | UPG 90 Day CCR to 4 Years IOR NBD |

Eligible Machine Types (all models)
9214 8293 9217

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for one-year CCR base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|-------------------------------------|
| 41C9426 | L79 | UPG 1 Yr CCR to 3 Yrs IOR NBD |
| 41C9430 | L375 | UPG 1 Yr CCR to 3 Yrs CCR |
| 41E9785 | L505 | UPG 1 Yr CCR to 1 Yr IOR NBD |
| 41E9864 | L509 | UPG 1 Yr CCR to 4 Yrs CCR |
| 41E9865 | L510 | UPG 1 Yr CCR to 4 Yrs IOR NBD |
| 46D5020 | L652 | UPG 1 Yr CCR to 3 Yrs IOR NBD + HDD |

Eligible Machine Types (all models)

6306 8090 7523 7560 8122 8134 8148 8292
8295 8465 8468 8772 8774 8779 8799 8973
8975 9216 9219 9282 9283 9286 9287 9288
9379 9638

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for one-year IOR 2ND BD base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|---|
| 41D0011 | L500 | UPG 1 YR IOR 2ND BD TO 3 YR IOR NBD |
| 41E9870 | L515 | UPG 1 YR IOR 2ND BD TO 4 YR IOR NBD |
| 46D5018 | L650 | UPG 1 YR IOR 2ND BD TO 3 YR IOR NBD + HDD |

Eligible Machine Types (all models)

6139 6394 6417 6453 7174 7187 7244 7270
7279 7345 7346 7347 7515 7522 8099 8108
8110 8111 8131 8153 8158 8163 8168 8287
8288 8289 8291 8294 8329 8340 8341 8464
8467 8700 8701 8705 8771 8773 8778 8782
8785 8800 8801 8802 9120 9215 9218 9266
9269 9277 9278 9279 9636 9702 9703 9704
9705

ThinkCentre ThinkPlus Post Warranty (PW) offerings for one-year CCR and one-year IOR 2ND BD base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|-----------------------|
| 41C9859 | L343 | PW Add 1 Yr IOR NBD |

Eligible Machine Types (all models)

6139 6306 6394 6417 6453 7174 7187 7244
7270 7279 7345 7346 7347 7515 7522 7523
7560 8090 8099 8108 8110 8111 8122 8131
8134 8148 8153 8158 8163 8168 8287 8288
8289 8291 8292 8294 8295 8329 8340 8341
8464 8465 8467 8468 8700 8701 8705 8771
8772 8773 8774 8778 8779 8782 8785 8799
8800 8801 8802 8973 8975 9120 9215 9216
9218 9219 9266 9269 9277 9278 9279 9282
9283 9286 9287 9288 9379 9636 9638 9702
9703 9704 9705

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for three-year CCR base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|------------------------------------|
| 41C9425 | L40 | UPG 3 Yr CCR to 3 Yr IOR NBD |
| 41E9866 | L511 | UPG 3 Yr CCR to 4 Yr CCR |
| 41E9867 | L512 | UPG 3 Yr CCR to 4 yr IOR NBD |
| 46D5019 | L651 | UPG 3 Yr CCR to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

2257 3656 3658 6066 6068 6069 6832 7304

| | | | | | | | |
|------|------|------|------|------|------|------|------|
| 7306 | 7348 | 7354 | 7355 | 7356 | 7357 | 7358 | 8084 |
| 8109 | 8118 | 8121 | 8123 | 8132 | 8135 | 8137 | 8159 |
| 8164 | 8166 | 8169 | 8177 | 8184 | 8193 | 8194 | 8326 |
| 8327 | 8328 | 8342 | 8343 | 8344 | 8417 | 8420 | 8422 |
| 8709 | 8711 | 8713 | 8715 | 8786 | 8791 | 8792 | 8794 |
| 8796 | 8803 | 8804 | 8805 | 8806 | 8817 | 8819 | 8979 |
| 8980 | 8982 | 8985 | 9141 | 9142 | 9374 | 9378 | 9380 |
| 9383 | 9387 | 9389 | 9488 | 9489 | 9622 | 9623 | 9624 |
| 9640 | 9644 | 9851 | 9859 | | | | |

ThinkCentre Warranty Upgrade offerings for
three year IOR 2ND BD base warranty machine types.

| ThinkPlus | ThinkPlus | ThinkPlus |
|-----------|-----------|---|
| P/N | I/D No. | Description |
| 41C9429 | L374 | UPG 3 Yr IOR 2nd BD to 3 Yr IOR NBD |
| 41E9871 | L516 | UPG 3 Yr IOR 2nd BD to 4 Yr IOR NBD |
| 46D5021 | L653 | UPG 3 Yr IOR 2nd BD to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

| | | | | | | | |
|------|------|------|------|------|------|------|------|
| 6071 | 6072 | 6073 | 6074 | 6075 | 6239 | 6258 | 6395 |
| 6418 | 6449 | 7057 | 7103 | 7188 | 7220 | 7298 | 7303 |
| 7359 | 7360 | 7373 | 7479 | 7483 | 7484 | 7491 | 7506 |
| 7611 | 7705 | 8085 | 8086 | 8089 | 8104 | 8107 | 8113 |
| 8124 | 8136 | 8138 | 8141 | 8143 | 8146 | 8157 | 8160 |
| 8162 | 8165 | 8167 | 8170 | 8171 | 8183 | 8185 | 8187 |
| 8189 | 8212 | 8215 | 8296 | 8297 | 8298 | 8320 | 8380 |
| 8381 | 8382 | 8421 | 8423 | 8424 | 8712 | 8714 | 8783 |
| 8788 | 8795 | 8798 | 8807 | 8808 | 8810 | 8811 | 8820 |
| 8910 | 8991 | 8992 | 8994 | 9071 | 9087 | 9088 | 9143 |
| 9144 | 9169 | 9171 | 9172 | 9174 | 9181 | 9182 | 9193 |
| 9194 | 9196 | 9265 | 9356 | 9384 | 9438 | 9439 | 9481 |
| 9482 | 9485 | 9486 | 9487 | 9625 | 9628 | 9631 | 9632 |
| 9635 | 9637 | 9641 | 9645 | 9960 | 9964 | 9965 | 9978 |

ThinkCentre Warranty Upgrade offerings for
three year IOR NBD base warranty machine types.

| ThinkPlus | ThinkPlus | ThinkPlus |
|-----------|-----------|--|
| P/N | I/D No. | Description |
| 41E9872 | L517 | UPG 3 Yr IOR NBD to 4 Yr IOR NBD |
| 46D5022 | L654 | UPG 3 Yr IOR NBD to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

| | | | | | | | |
|------|------|------|------|------|------|------|------|
| 6086 | 6087 | 6088 | 6089 | 6136 | 6137 | 6138 | 6176 |
| 6177 | 6178 | 6209 | 6234 | 6397 | 6486 | 6487 | 6488 |
| 6489 | 6490 | 6491 | 7061 | 7062 | 7064 | 7065 | 7066 |
| 7307 | 7408 | 7508 | 7514 | 7637 | 7638 | 8087 | 8106 |
| 8114 | 8142 | 8144 | 8172 | 8213 | 8708 | 8710 | 8719 |
| 8798 | 8818 | 9158 | 9159 | 9162 | 9164 | 9210 | 9300 |
| 9301 | 9323 | 9325 | 9326 | 9330 | 9694 | 9695 | |

ThinkCentre ThinkPlus Post warranty (PW) offerings for both
three year CCR, three year IOR 2nd BD, and three year IOR NBD
base warranty machine types.

| ThinkPlus | ThinkPlus | ThinkPlus |
|-----------|-----------|---------------------|
| P/N | I/D No. | Description |
| 41C9550 | L160 | PW add 1 Yr IOR NBD |

Eligible Machine Types (all models)

| | | | | | | | |
|------|------|------|------|------|------|------|------|
| 2257 | 3656 | 3658 | 6066 | 6068 | 6069 | 6071 | 6072 |
| 6073 | 6074 | 6075 | 6086 | 6087 | 6088 | 6089 | 6136 |
| 6137 | 6138 | 6176 | 6177 | 6178 | 6209 | 6234 | 6239 |
| 6258 | 6395 | 6397 | 6418 | 6449 | 6486 | 6487 | 6488 |
| 6489 | 6490 | 6491 | 6832 | 7057 | 7061 | 7062 | 7064 |
| 7065 | 7066 | 7103 | 7188 | 7220 | 7298 | 7303 | 7304 |
| 7306 | 7307 | 7348 | 7354 | 7355 | 7356 | 7357 | 7358 |

7359 7360 7373 7408 7479 7483 7484 7491
7506 7508 7514 7611 7637 7638 7705 8084
8085 8086 8087 8089 8104 8106 8107 8109
8113 8114 8118 8121 8123 8124 8132 8135
8136 8137 8138 8141 8142 8143 8144 8146
8157 8159 8160 8162 8164 8165 8166 8167
8169 8170 8171 8172 8177 8178 8183 8184
8185 8187 8188 8189 8191 8193 8194 8198
8212 8213 8215 8296 8297 8298 8309 8310
8313 8317 8319 8320 8326 8327 8328 8342
8343 8344 8380 8381 8382 8417 8420 8421
8422 8423 8424 8708 8709 8710 8711 8712
8713 8714 8715 8719 8783 8786 8788 8791
8792 8794 8795 8796 8798 8803 8804 8805
8806 8807 8808 8810 8811 8817 8818 8819
8820 8910 8979 8980 8982 8985 8991 8992
8994 9071 9087 9088 9141 9142 9143 9144
9158 9159 9162 9164 9169 9171 9172 9174
9181 9182 9193 9194 9196 9210 9265 9300
9301 9323 9325 9326 9330 9356 9374 9378
9380 9383 9384 9387 9389 9438 9439 9481
9482 9485 9486 9487 9488 9489 9622 9623
9624 9625 9628 9631 9632 9635 9637 9640
9641 9644 9645 9694 9695 9851 9859 9960
9964 9965 9978

EMEA Region 2 offerings.

The following part numbers, identified by the "C" denominator, unless otherwise stated are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic
- Greece
- Hungary
- Poland
- Romania
- Slovakia
- Slovenia
- South Africa
- Turkey

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for one-year CCR base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|------------------|----------------------|------------------------------------|
| 10N3158 | C540 | UPG 1 YR CCR TO 3 Yr CCR |
| 10N3159 | C541 | UPG 1 YR CCR TO 4 Yr CCR |
| 12X6449 | C633 | UPG 1 YR CCR TO 3 Yr IOR NBD |
| 12X6450 | C634 | UPG 1 YR CCR TO 4 Yr IOR NBD |
| 46D5016 | C648 | UPG 1 YR CCR TO 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

6306 8090 7523 7560 8122 8134 8148 8292
8295 8465 8468 8772 8774 8779 8799 8973
8975 9216 9219 9282 9283 9286 9287 9288
9379 9638

ThinkCentre ThinkPlus Warranty Upgrade (UPG) offerings for one-year on-site 2nd business day base warranty types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|--|
| 12X6417 | C616 | UPG 1 Yr IOR 2BD to 3 Yr IOR NBD |
| 12X6418 | C617 | UPG 1 Yr IOR 2BD to 4 Yr IOR NBD |
| 46D5014 | C646 | UPG 1 Yr IOR 2BD to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

6139 6394 6417 6453 7174 7187 7244 7270
7279 7345 7346 7347 7515 7522 8099 8108
8110 8111 8131 8153 8158 8163 8168 8287
8288 8289 8291 8294 8329 8340 8341 8464
8467 8700 8701 8705 8771 8773 8778 8782
8785 8800 8801 8802 9120 9215 9218 9266
9269 9277 9278 9279 9636 9702 9703 9704
9705

ThinkCentre ThinkPlus warranty Upgrade (UPG) offerings for three year CCR base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|------------------------------------|
| 10N3163 | C545 | UPG 3 Yr CCR to 4 Yr CCR |
| 12X6451 | C635 | UPG 3 Yr CCR to 3 Yr IOR NBD |
| 12X6452 | C636 | UPG 3 Yr CCR to 4 Yr IOR NBD |
| 46D5015 | C647 | UPG 3 Yr CCR to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

2257 3656 3658 6066 6068 6069 6832 7304
7306 7348 7354 7355 7356 7357 7358 8084
8109 8118 8121 8123 8132 8135 8137 8159
8164 8166 8169 8177 8184 8193 8194 8326
8327 8328 8342 8343 8344 8417 8420 8422
8709 8711 8713 8715 8786 8791 8792 8794
8796 8803 8804 8805 8806 8817 8819 8979
8980 8982 8985 9141 9142 9374 9378 9380
9383 9387 9389 9488 9489 9622 9623 9624
9640 9644 9851 9859

ThinkCentre ThinkPlus warranty Upgrade (UPG) offerings for three year IOR 2nd BD and three year IOR NBD base warranty machine types.

| ThinkPlus P/N | ThinkPlus I/D No. | ThinkPlus Description |
|---------------|-------------------|------------------------------------|
| 12X6419 | C618 | UPG 3 Yr IOR to 4 Yr IOR |
| 46D5017 | C649 | UPG 3 Yr IOR to 3 Yr IOR NBD + HDD |

Eligible Machine Types (all models)

6071 6072 6073 6074 6075 6086 6087 6088
6089 6136 6137 6138 6176 6177 6178 6209
6234 6239 6258 6395 6397 6418 6449 6486
6487 6488 6489 6490 6491 7057 7061 7062
7064 7065 7066 7103 7188 7220 7298 7303
7307 7359 7360 7373 7408 7479 7483 7484
7491 7506 7508 7514 7611 7637 7638 7705
8085 8086 8087 8089 8104 8106 8107 8113
8114 8124 8136 8138 8141 8142 8143 8144
8146 8157 8160 8162 8165 8167 8170 8171
8172 8183 8185 8187 8189 8212 8213 8215
8296 8297 8298 8320 8380 8381 8382 8421
8423 8424 8708 8710 8712 8714 8719 8783
8788 8795 8798 8807 8808 8810 8811 8818
8820 8910 8991 8992 8994 9071 9087 9088
9143 9144 9158 9159 9162 9164 9169 9171
9172 9174 9181 9182 9193 9194 9196 9210
9265 9300 9301 9323 9325 9326 9330 9356
9384 9438 9439 9481 9482 9485 9486 9487
9625 9628 9631 9632 9635 9637 9641 9645
9694 9695 9960 9964 9965 9978

Offering descriptions (Upgrades to base warranty)

ThinkCentre products with a one-year base warranty

Unless otherwise noted these offerings are only available during normal country office hours excluding public and national holidays.

- Four years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type and for an additional 36 months after the warranty period expires.
- Three years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type and for an additional 24 months after the warranty period expires.
- One year, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus and runs concurrently with warranty period of the machine type.
- Three years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type and for an additional 24 months after the warranty period expires.
- Four years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an additional 36 months after the warranty period expires.
- Three years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an additional 24 months after the warranty period expires.

ThinkCentre products with a three-year base warranty type

Unless otherwise noted these offerings are only available during normal country business hours excluding public and national holidays.

- Four years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an extra 12 months after the warranty period of the machine type ends.
- Three years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
- Three years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus and runs and ends concurrently with warranty period of the machine type.
- Four years, Customer Carry-In Repair Service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an additional 12 months after the warranty period expires.

Offering descriptions (Post Warranty)

- One additional year on-site repair service with a next business day response target. This offering is valid from the end date of the machines base warranty or ThinkPlus upgrade and runs for another 12 months.

Notes:

- The customer must register their ThinkPlus offering to activate the service. This will avoid any further delay due to entitlement verifications.
- Some parts of Lenovo machines are designated as customer replaceable units (CRUs), for example, keyboards, memory, or HDDs.

Service activity descriptions

Problem determination

Lenovo will perform problem determination remotely. You are requested to work with Lenovo during problem determination and to perform those activities that Lenovo may request. The problem determination aim is to identify whether the problem resides with your Lenovo machine or with other machines or software. If the problem determination result is that your Lenovo machine is failing, and non functional then the appropriate actions for the warranty or warranty upgrade will be put in place.

The customer is responsible for ensuring that all data on their ThinkCentre is backed up prior to a repair being attempted. Failure to do so will result in loss of data if the HDD or SSD is replaced or reloaded as part of the repair process.

Customer Carry In Repair

You are requested to take your failing machine to the nearest authorized warranty service provider or repair depot where your machine will be exchanged or repaired. The AWSP or repair depot will inform you when your repaired or exchange machine is ready for collection.

On-Site Repair Service, 2nd Business Day

A service technician will be dispatched to arrive at your location within the next two business days from the time the problem determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The 2nd business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

On-Site Repair Service, Next Business Day

A service technician will be dispatched to arrive at your location within the next business day from the time the Problem Determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The next business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

On-Site Repair Service activities

Lenovo will either repair or exchange the failing machine at your location and verify its functionality. You must provide a suitable working area that is safe, clean and well lit, to allow disassembly and reassemble of the Lenovo machine.

On-Site Repair Service activities with HDD Retention

For three year on-site NBD with HDD/SSD retention warranty upgrades only.

In addition to the on-site repair service activities detailed above the customer or his appointed representative may retain any or all HDDs or SSDs removed from the machine if it has been replaced as part of the repair process. If the machine is to be removed from the customer's control or presence any or all HDDs or SSDs can be removed and retained by the customer or his appointed representative.

CRU activities

Lenovo provides CRUs to you for replacement by you. You must return all defective CRUs to Lenovo within 30 days of your receipt of your replacement CRU. You are responsible for downloading designated machine Code and LIC updates from an Lenovo Internet Web site or from other electronic media, and following the instructions that Lenovo provides.

Prices

For pricing information, contact your Lenovo representative or your Lenovo Business Partner.

Customer responsibilities

The customer should retain their ThinkPlus registration and confirmation e-mails as a record of their contract.

Before placing a call for service, the customer should:

- Follow the problem determination procedures provided with the machine.
- Take appropriate steps to safeguard all programmes or data contained within the machine, before service is provided.
- Ensure in the case of On-Site Service, that the machine for repair is in a safe working environment for the service engineer.

To become eligible for service, the customer must follow the registration instructions on their registration e-mail. ThinkPlus must be registered by the customer within 15 days of its purchase, by completing the e-mail-based online ThinkPlus Registration process.

Announcement countries

ThinkPlus for ThinkCentre is only available in the following countries. Geographic restrictions may exist within some countries including those already noted for on-site and courier-based offerings.

- Austria
- Belgium
- Bulgaria²
- Croatia
- Czech Republic
- Denmark
- Finland
- France³
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxemburg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia⁴
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom⁵

- ² Bulgaria is limited to the capital Sofia for on-site.
- ³ Excluding DOM/TOM and all other French overseas territories and dependencies.
- ⁴ Slovenia is limited to 50 km radius of Ljubljana for on-site service.
- ⁵ Mainland U.K. only for on-site service.

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